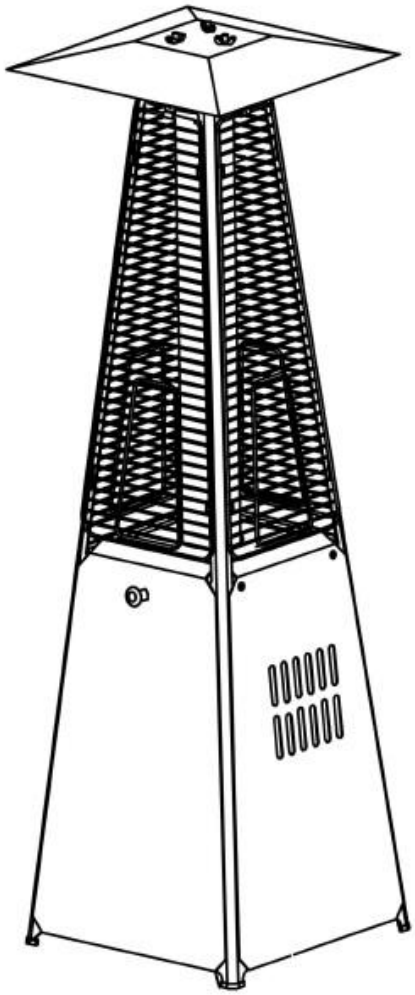
Outdoor Patio Heater Instruction Manual

Model# PH08-SB & PH08-SSB
Item # 61220, 61221



Conforms to ANSI STD Z83.26a-2008
Certified to CSA STD 2.37a-2008

DANGER

FOR YOUR SAFETY:
If you smell gas:
1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

DANGER

Failure to comply with the precautions and instructions provided with this heater can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this heater.

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

WARNING

FOR OUTDOOR USE ONLY!

ATTACH YOUR RECEIPT HERE

Serial Number _____ Purchase Date _____

Questions, problems, missing parts? Before returning to your retailer, call our customer service hotline at **1-866-985-7877**, 9 a.m. – 6 p.m., EST, Monday – Friday or email at cservice@welltraveled.net.

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BEFORE YOU BEGIN

Please read and understand this entire manual before attempting to assemble, operate or install this appliance. If you have any questions regarding the product, please call customer service **1-866-985-7877**, 9 a.m. – 6 p.m., EST, Monday – Friday.

This manual contains important information about the assembly, operation and maintenance of this patio heater. General safety information is presented in the first few pages and is also located throughout this manual. Keep this manual for future reference and to educate new users of this appliance. This manual should be read in conjunction with the labeling on the appliance. Safety precautions are essential when any mechanical or propane fueled equipment is involved. These precautions are necessary when using, storing, and servicing. Using this appliance with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or propane fueled equipment.

SAFETY INFORMATION

DANGER

* EXPLOSION – FIRE HAZARD
* Keep solid combustibles, such as building materials, paper, or cardboard a safe distance away from the heater as recommended by the instructions.
* Provide adequate clearances around air openings into the combustion chamber.
* Never use the heater in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles or unknown chemicals.
* During operation, this appliance can be a source of ignition. Keep heater area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use heater in areas with high dust content.
Minimum heater clearances from combustible materials: three (3) feet or 36 inches from top and two (2) feet or 24 inches from sides.

DANGER

* EXPLOSION – FIRE HAZARD
* Never store propane near high heat, open flames, pilot lights, direct sunlight, other ignition sources or where temperatures exceed 120 degrees F (49 degrees C).
* Propane vapors are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
* Never install or remove propane cylinder while heater is lighted, near flame, pilot lights, or other ignition sources or while heater is hot to the touch.
* This heater is red hot during use and can ignite flammables too close to the burner. Keep flammables at least 3 feet (36 inches) from top and 2 feet (24 inches) from sides. Keep gasoline and other flammable liquids and vapors well away from heater.
* Store the propane cylinder outdoors in a well ventilated space out of the reach of children. Never store the propane cylinder in an enclosed area (house, garage, etc.). If heater is to be stored indoors, disconnect the propane cylinder for outdoor storage.

WARNING

We cannot foresee every use which may be made of our heaters.
Check with your local fire safety authority if you have questions about heater use.
Other standards govern the use of fuel gasses and heat producing products for specific uses. Your local authorities can advise you about these.
If no local codes exist, follow National Fuel Gas Code, ANSI Z223.1. In Canada, installation must conform to local codes. If no local codes exist, follow the current National standards of CANADA CAN/CGA-B 149.2.

DANGER

* CARBON MONOXIDE HAZARD
* This heater is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block the air flow into or out of the heater.
* Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see and you can't smell it. It is an invisible killer. If these symptoms are present during operation of this product get fresh air immediately!
* For outdoor use only.
* Never use inside house or other unventilated or enclosed areas.
* This heater consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

WARNING

WARNING indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING: FOR OUTDOOR USE ONLY

CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent or home.

SAFETY INFORMATION

WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.

WARNING

BURN HAZARD
* Never leave heater unattended when hot or in use.
* Keep out of reach of children.

WARNING

Certain materials or items, when stored under the heater, will be subject to radiant heat and could be seriously damaged.

CAUTION

SERVICE SAFETY
* Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
* During set up, check all connections and fittings for leaks using soapy water. Never use a flame to check for leaks.
* Use as a heating appliance only. Never alter in any way to use with any device.

CAUTION

CAUTION indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate personal injury, or property damage.

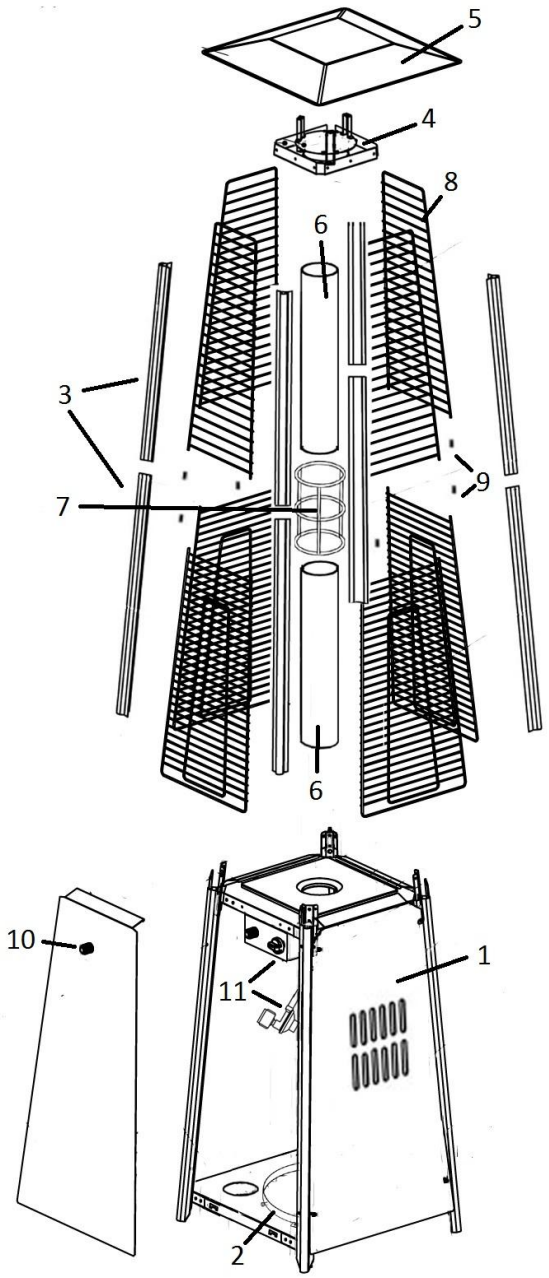
WARNING

* This product is fueled by propane gas. Propane gas is invisible, odorless, and flammable. An odorant is normally added to help detect leaks and can be described as having a "rotten egg" smell. The odorant can fade over time so leaking gas is not always detectable by smell alone.
* Propane gas is heavier than air and leaking propane will sink to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks or open flames of any kind many feet away from the original leak. Use only propane gas set up for vapor withdrawal.
* Store or use propane gas in compliance with local ordinances and codes or with ANSI/NFPA 58. Turn off propane when not in use.

WARNING

* Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
* Carefully supervise young children when in the vicinity of the heater.
* Do not hang clothing or any other flammable materials from the heater, or place near the heater.
* Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
* Installation and repair should be done by a qualified service person. The heater should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

PACKAGE CONTENTS

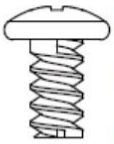


PART	PART NAME	QTY	DESCRIPTION/ LOCATION
1	Tank Housing Assembly	1	Pre-assembled Tank Housing Assembly contains cartons with parts listed below
2	Stability Ring	1	Taped to the carton labeled "Aluminum Tubes"
3	Aluminum Tubes	8 pcs/4 sets	Located in carton labeled "Aluminum Tubes"
4	Damper	1	Located in carton labeled "Damper Assembly"
5	Reflector	1	Located in carton labeled "Reflector, Hardware,Battery, Manual"
6	Glass Tube	2 pcs/1 set	Located in styrofoam carton labeled "Glass Tube"
7	Stainless Steel Ring	1	Located in styrofoam carton labeled "Glass Tube"
8	Mesh Guards	8 pcs/4 sets	Located in carton labeled "Mesh Guards"
9	Guard Connector	8	Located in plastic bag with hardware
10	Knob with Chain	3	Located in carton labeled "Reflector, Hardware,Battery, Manual"
11	Control Box with Gas Regulator	1	Pre-assembled to Tank Housing Assembly

HARDWARE BAG CONTENTS

Wheels A
Qty.1 set

Rubber Ring B
Qty.1



Screws C
M3x16
Qty. 39

Guard D
Fastening Pieces
Qty. 4

AA Battery E
Qty.1

ASSEMBLY

PREPARATION

Before beginning assembly of this appliance, make sure all parts are present. Compare all parts with package contents list as listed on page 5 of this manual. If any part is missing or damaged, do not attempt to assemble this product. Contact customer service for replacement parts.

ESTIMATED ASSEMBLY TIME: 45 **minutes**

Tools Required for Assembly (NOT included):

Philips screwdriver w/medium blade
Leak Test Solution

ASSEMBLY

1. Locate the Tank Housing Assembly (1). Open the front panel and remove the cartons containing all parts needed for assembly. *Note: Each carton will be labeled.*

2. Locate the Stability Ring (2) and attach it to the base with the 3 bolts and nuts provided in the bag with the Stability Ring.

3. Locate the Wheels (A). Loosen and remove the nuts and bolts (4 on each wheel) pre-assembled on each wheel. Locate the brackets on the rear bottom of the legs of the Tank Housing Assembly (Fig. A.) Align wheels with the holes in the brackets (make sure the wheel sits flat on the ground as seen in Fig. B.) Attach the wheels to the brackets using the nuts and bolts you have loosened and removed from the wheels. Once attached, the wheels should sit slightly above the ground (Fig. C) as wheels should only engage for moving the heater when the heater is tipped backwards slightly. If wheels are FLAT on the ground once attached to the brackets with the heater in UPRIGHT position, then wheels are NOT correctly mounted on brackets.

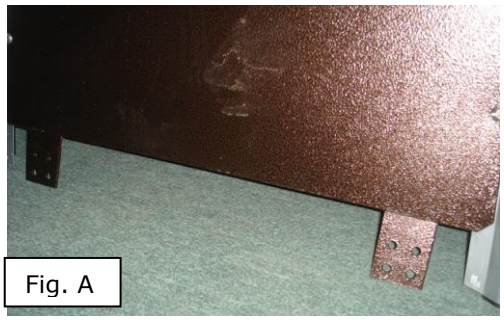


Fig. A

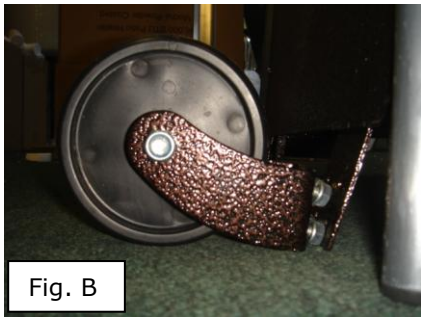
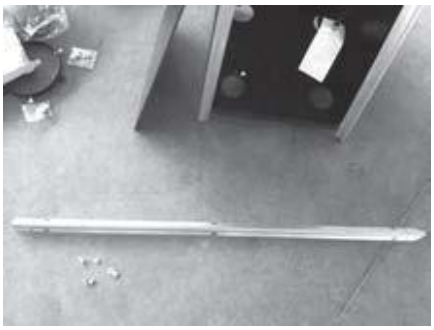


Fig. B

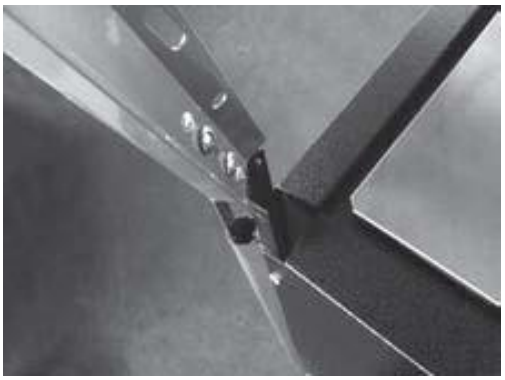
Fig. C

ASSEMBLY

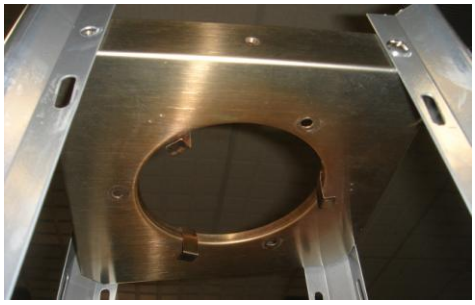
4. Locate the Aluminum Tubes (4). Remove 8 pieces/4 sets of tubes. There will be 4 pieces of tubes that have a rod protruding from one end and 4 pieces of tubes WITHOUT the protrusion. To fit tubes together, locate the piece WITHOUT the protrusion and make sure there is a small hole at the bottom of the tube. Then locate a tube WITH the protrusion and slide the protruding rod into the end of the other tube until the two holes align. Insert one M3x16 screw (C) and tighten to secure the two rods together. Repeat this with the other 3 sets (4 sets total, 4 – M3x16 screws total).



5. Once you have the assembled sets of the Aluminum Tubes, slide the bottom of the assembled set (note that the bottom will have 3 holes—top has NO holes) down over the protruding rod located at each corner of the Tank Housing Assembly and secure the assembled rod set to the heater on the inside of the rod by using 2 - M3x16 screws (C) on each corner (4 corners total, 8 - M3x16 screws total). Then secure the assembled rod set to the heater on the outside of the rod by using 2 – M3x16 screws (4 corners total, 8 – M3x16 screws total).



6. Locate the Damper (4). Attach the Damper to the top of the assembled Aluminum Tubes using 2 – M3x16 screws (C) on each corner (4 corners total, 8 – M3x16 screws total).



ASSEMBLY

7. Locate the Reflector (5). Lean the heater slightly over and attach the Reflector to the Damper using 3 – M3x16 (C) screws.

8. Locate the Glass Tube (6) (2 pcs/1 set), Stainless Steel Ring (7) and Rubber Ring (B). Connect the 2 pcs. of the Glass Tube with the Stainless Steel Ring by gently inserting one end of the ring into one piece of the tube and then repeat with the other tube so you have joined the 2 pcs. of the Glass Tube together with the Ring in the middle.

9. Place the Rubber Ring (B) on the base of the assembled Glass Tube (Fig. A). Check the 3 metal spring tabs located on the underside of the Damper (Fig. B) and make sure they are bent outward so that when you begin to insert the Glass Tube, you will not strike the metal spring tabs and also to make sure they do not get inserted INSIDE the Glass Tube—the spring tabs should be on the OUTER edges of the glass tube. Then carefully insert the assembled Glass Tube into the hole located on the top of the Tank Housing Assembly (Fig**. C**) and slide the top of the assembled Glass Tube into the metal spring tabs located on the bottom side of the Damper (Fig. D). DO NOT FORCE THE TUBE—it should insert easily.

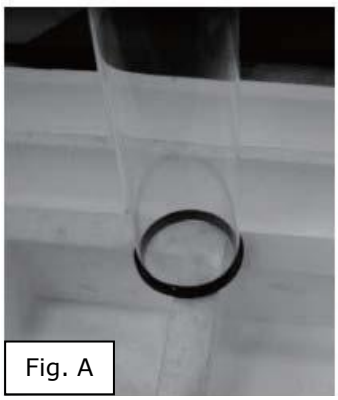


Fig. A

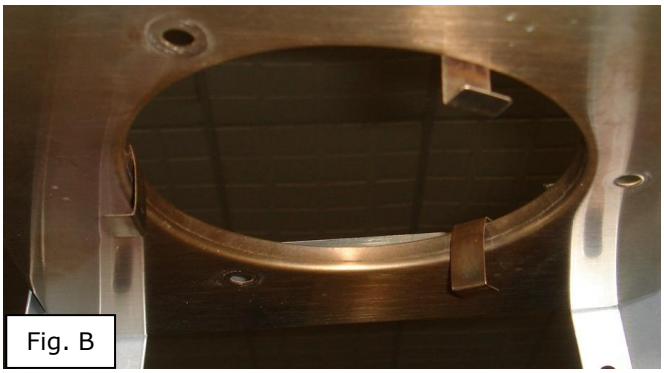


Fig. B

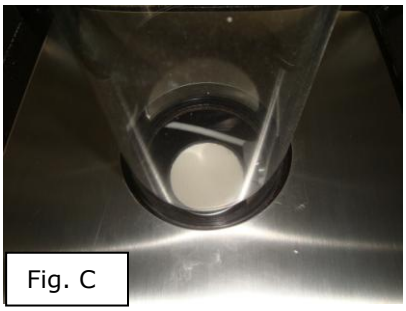


Fig. C

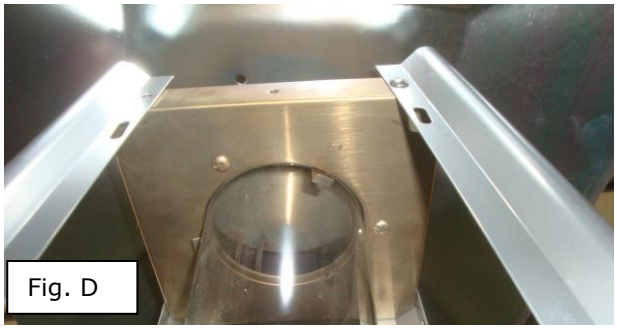


Fig. D

ASSEMBLY

10. Locate the Mesh Guards (8)--8 pieces/4 sets. There will be 4 pieces that are narrow and 4 pieces that are wider (Fig A). Begin with the wider pieces and hang them with the hook attached to the mesh guards onto the assembled Aluminum Tubes (there are 4 oblong holes in each tube—2 at the top and 2 at the bottom – Fig. B).The wider pieces will go at the bottom and the narrower pieces will go at the top. As you are hanging the mesh guards, use the Guard Connectors (9) to secure each edge of the wider guard to the edge of the narrower guard (Fig. C).

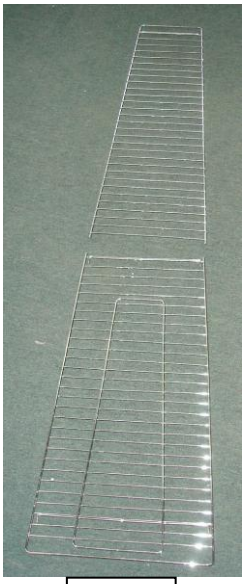


Fig. A

Fig. B

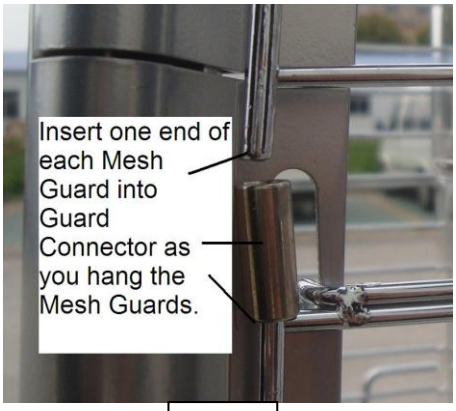
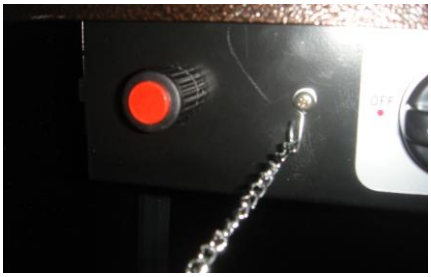


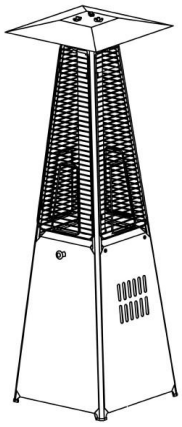
Fig. C

11. Locate the Guard Fastening Pieces (D). Screw the Guard Fastening Pieces on the top of the mounting plate to help keep the Mesh Guards firmly in place using 4 – M3x16 screws (C).

12. Locate the Knob with Chain (10) and screw the knob into the front panel of the Tank Housing Assembly and attach the chain to the control box.

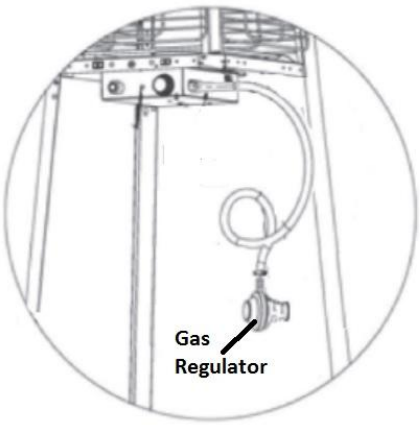


13. The heater is now assembled and ready for leak testing and use.



14. The LPG tank is sold separately. Use a standard 20 lb. propane tank only. Open the front panel of the Tank Housing Assembly and connect the Gas Regulator to the LPG tank. Do not cross thread. Hand tighten securely.

***NOTE**: Use this heater only with a propane vapor withdrawal supply system. See chapter 5 of the standard for storage and handling of liquefied petroleum gas, ANSI/NFPA 58. Your local library or fire department should have this book.*



OPERATING INSTRUCTIONS

A minimum supply pressure of .5 psi is required for the purpose of input adjustment of propane gas. Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance. A cylinder must be stored outdoors in a well-ventilated area out of the reach of children. A disconnected cylinder must have dust caps tightly installed and must not be stored in a building, garage, or any other enclosed area. The minimum permissible gas supply pressure of 11 W.C. is required for purpose of hose adjustment. The minimum hourly of 17,500 BTU is required input rating for a heater for automatic operation rating less than full input rating.

The pressure regulator and hose assembly supplied with the appliance must be used.

The installation must conform with local codes, or in the absence of local codes, with national fuel gas code, ANSI Z223.1/NFPA54, natural gas and propane Installation Code, CSA B149.1, or propane storage and handling code, B149.2
A dented rusted or damaged propane cylinder may be hazardous and should be checked by your local cylinder supplier. Never use a propane cylinder with a damaged valve connection.
The propane cylinder must be constructed and marked in accordance with the specifications for LP gas cylinders of the U.S. Department of Transportation (DOT) or the standard for cylinders, spheres and tubes for transportation of dangerous goods and commission, CAN/CSA-B339.

The cylinder must have a listed overfilling prevention device.

The cylinder must have a connection device compatible with the connection for the appliance.

The cylinder used must include a collar to protect the cylinder valve.

Never connect an unregulated propane cylinder to the heater.

- Do not store a spare LP-gas cylinder under or near this appliance.
- Never fill the cylinder beyond 80 percent full.
- Place the dust cap on the cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.

Leak Test

WARNING

* Perform all leak tests outdoors.
* Extinguish all open flames.
* NEVER leak test when smoking.
* Do not use heater until all connections have been leak tested and show no signs of leakage.

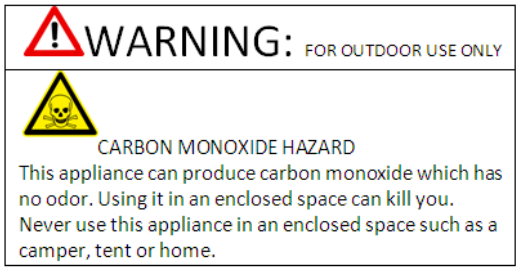
1. Make 2-3 oz. of leak test solution (one part liquid dishwashing detergent and three parts water).
2. Apply several drops of solution where hose attaches to regulator.
3. Apply several drops of solution where regulator connects to cylinder.
4. Make sure all patio heater valves are OFF.
5. Turn cylinder valve ON.

IF BUBBLES APPEAR AT ANY CONNECTION, THERE IS A LEAK.

1. Turn cylinder valve OFF.
2. If leak is detected at hose/regulator connection, tighten connection and perform another leak test. If bubbles continue to appear, call our customer service hotline at **1-866-985-7877**, 9 a.m. – 6 p.m., EST, Monday – Friday.

3. If leak is detected at regulator/cylinder valve connection, disconnect, reconnect, and perform another leak test. If you continue to see bubbles after several attempts, cylinder valve is defective. Call our customer service hotline at **1-866-985-7877**, 9 a.m. – 6 p.m., EST, Monday – Friday

IF NO BUBBLES APPEAR AT ANY CONNECTION, THE CONNECTIONS ARE SECURE.
Note: Whenever gas connections are loosened or removed, you must perform a complete leak test.


WARNING: FOR OUTDOOR USE ONLY
CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent or home.

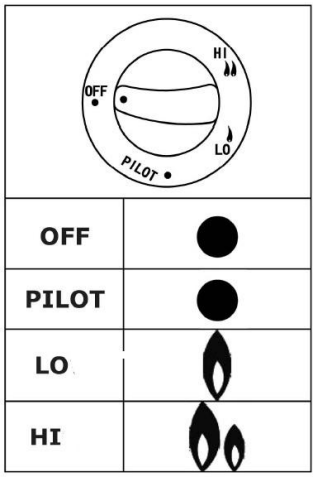
Caution: *Do not attempt to operate this appliance until you have read and understand all Safety Information in this manual and all assembly is complete and leak checks have been performed.*

Before Turning Gas Supply ON:
1. Your heater was designed and approved for OUTDOOR use only. Do NOT use it inside a building, garage, or any other enclosed area.
2. Make sure surrounding areas are free of combustible materials, gasoline, and other flammable vapors or liquids.
3. Ensure that there is no obstruction to air ventilation. Be sure all gas connections are tight and there are no leaks.
4. Be sure the cylinder cover is clear of debris. Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

Before Lighting:
1. Heater should be thoroughly inspected before each use, and by a qualified service person at least annually. If re-lighting a hot heater, always wait at least 5 minutes.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. If the hose leaks, it must be replaced prior to operation. Only use the replacement hose assembly specified by the manufacturer.

Lighting:
NOTE*: Check and ensure that a AA battery is inside the ignition chamber (located on the front of the Control Box. To insert the AA battery, unscrew the red igniter button and place the battery with the anode (+) side facing OUT.)For initial start or after any cylinder change, hold the Control Knob in for 2 minutes to purge air from all gas lines before proceeding. When lighting the pilot flame make sure that the Control Knob is held in while pressing the igniter button. The Control Knob can be released after the pilot flame has been lit for 20-30 seconds.*

1. Turn the Control Knob to the "OFF" position. Slowly open the LPG cylinder valve.
2. Press and turn the Control Knob to "PILOT" position (counterclockwise 90˚).
3. Check for the pilot flame through the glass tube. If the pilot does not light, turn the Control Knob clockwise to the "OFF" position and try again from the beginning.
4. With the pilot light lit, keep the Control Knob depressed for 15 seconds, then turn the Control Knob counterclockwise to "LO" position.
5. For maximum heat, turn the Control Knob counterclockwise to "HI" position.
6. To turn the heater off, turn the Control Knob clockwise to the "OFF" position. Close the valve on your LPG cylinder when the heater is not in use.



If you experience any ignition problems, please consult "Troubleshooting" on page 16.
Caution*: Avoid inhaling fumes emitted from the heater's first use. Smoke and odor from the burning of oils used in the manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The heater should NOT produce thick black smoke.*

OPERATING INSTRUCTIONS

⚠WARNING

FOR YOUR SAFETY
Be careful when attempting to manually ignite this heater. Holding in the control knob for more than 10 seconds before igniting the gas will cause a ball of flame upon ignition.

When Heater is ON:
1. Never use the heater while it is raining. The glass tube will break when it comes in contact with water.
2. Never splash any liquid on the glass tube while the heater is in operation.
3. The glass tube will be extremely hot when the heater is in operation. Never try to touch the glass tube and do not allow children near the glass tube.
4. Always ensure the heater is on firm, level ground. The glass tube will break if the heater falls and strikes objects or the ground.
5. Never use the heater if the glass tube has a crack or chip.

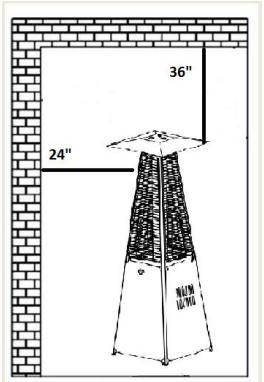
Re-Lighting:
***Note**: For your safety, Control Knob cannot be turned OFF without first depressing the Control Knob and then rotating to OFF.*
1. Turn Control Knob to OFF.
2. Wait at least 5 minutes to allow gas to dissipate before attempting to re-light pilot.
3. Repeat the "Lighting" steps listed on page 13.

⚠WARNING

FOR YOUR SAFETY
Heater will be hot after use. Handle with extreme care.

Shut Down:
1. Turn Control Knob clockwise to OFF while depressing the knob.
(Normally, burner will make a slight popping noise when extinguished).
2. Turn cylinder valve clockwise to OFF and disconnect regulator when heater is not in use.
NOTE: After use, some discoloration of the stainless steel ring and glass tube is normal.

Operation Checklist:
For a safe and pleasurable heating experience, perform this check before each use:
Before Operating:
1. I am familiar with entire owner's manual and understand all precautions noted.
2. All components are properly assembled, intact and operable.
3. No alterations have been made.
4. All gas connections are secure and do not leak.
5. Wind velocity is below 10 mph.
6. Unit will operate at reduced efficiency below 40 degrees F.
7. Heater is for use outdoors (outside any enclosure).
8. There is adequate fresh air ventilation.
9. Heater is away from gasoline or other flammable liquids or vapors.
10. Heater is away from windows, air intake openings, sprinklers and other water sources.
11. Heater is at least 36 in. on top and at least 24 in. on sides from combustible materials.
12. Heater is on a hard and level surface.
13. There are no signs of spider or insect nests in heater orifices.
14. All burner passages are clear.
15. All air circulation passages are clear.
16. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
17. Young children should be carefully supervised when they are in the area of the heater.
18. Clothing or other protective material should not be hung from the heater, or placed on or near the heater.



OPERATING INSTRUCTIONS

19. Any guard or other protective device removed for servicing the heater must be replaced prior to operating the heater.
20. Installation and repair should be done by a qualified service person. The heater should be inspected before each use and at least annually by a qualified service person.
21. More frequent cleaning may be required as necessary. It is imperative that control compartment burner and circulating air passageways of the heater be kept clean and free of debris and/or spider or insect nests.

After Operation:
1. Gas Control Knob is in OFF position.
2. Gas tank valve is OFF.
3. Disconnect gas line.

CARE AND MAINTENANCE

WARNING

FOR YOUR SAFETY
* Do NOT touch or move heater for at least 45 minutes after use.
* Reflector is hot to the touch.
* Allow reflector to cool before touching.

To enjoy years of outstanding performance from your heater, make sure you perform the following maintenance activities on a regular basis:
Keep exterior surfaces clean.
1. Use soapy water for cleaning. Never use flammable or corrosive cleaning agents.
2. While cleaning your unit, be sure to keep the area around the burner and control compartment dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.
3. Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean. Signs of possible blockage include:

- Gas odor with extreme yellow tipping of flame.
- Heater does NOT reach the desired temperature.
- Heater glow is excessively uneven.
- Heater makes popping noise.
- Spiders and insects can nest in burner or orifices. This dangerous condition can damage heater and render it unsafe for use. Clean burner holes by using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.
- Carbon deposits may create a fire hazard. Clean reflector and glass tube with warm soapy water if any carbon deposits develop. MAKE SURE HEATER IS COMPLETELY COOLED! Always be careful when cleaning the glass tube to ensure you do not chip, crack or break the glass tube.

Note*: In a salt-air environment (such as near an ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.*
TIP (FOR STAINLESS STEEL MODELS):
Use high-quality automobile wax to help maintain the appearance of your heater. Apply to exterior surfaces ONLY.
Storage:
Between uses:

- Turn Control Knob OFF.
- Disconnect LP source.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover heater to protect exterior surfaces and to help prevent build-up in air passages. Never leave LP cylinder exposed to direct sunlight or excessive heat.
  ***Note**: Wait until heater is cool before covering*.

Service:
Only a qualified service person should repair gas passages and associated components.
***Caution**: Always allow heater to cool before attempting service.*

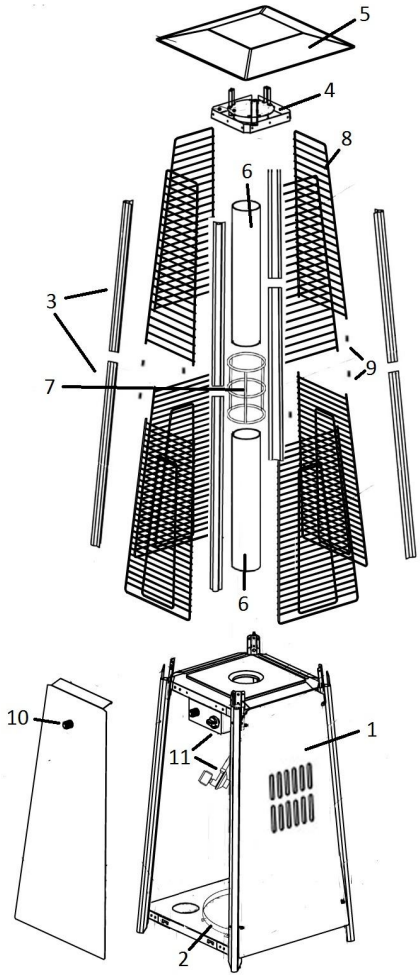
TROUBLESHOOTING

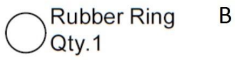
If you have any questions regarding this product, please call our customer service hotline at 1-866-985-7877, 9a.m. – 6 p.m. (EST), Monday – Friday, or email us at cservice@welltraveled.net.

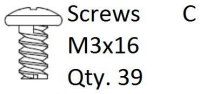
PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Pilot will not light	Gas valve may be off	Turn gas valve ON
	Fuel tank may be empty	Refill LPG tank
	Orifice blocked	Clean or replace orifice
	Air in supply system	Purge air from lines. Open gas lines and depress Control Knob for 2-3 mins.
	Loose connection	Check all fittings
	Igniter fails	Use stick lighter to manually light
	Gas pressure low with valve open full	Replace cylinder or regulator
	New cylinder or 1st ignition	Purge air from lines
	Cylinder valve on, no gas flow	Replace hose/regulator assembly
	AA battery may be dead	Replace AA battery behind igniter button
Pilot will not stay on	Loose connection	Tighten connections
	Orifice is blocked	Remove, clean and replace
	Thermocouple bad	Replace thermocouple
	Gas leak in line	Check connections using leak test
	Lack of fuel pressure	Fuel tank is near empty--refill/replace tank
Burner will not light	Pressure is low	Fuel tank is near empty--refill/replace tank
	Orifice is blocked	Remove, clean and replace
	Control Value is not ON	Turn valve ON
	Thermocouple bad	Replace thermocouple
	Pilot light assembly is bent or not in correct location	Place pilot light in correct position and retry
Low burner flame	Pressure is low	Replace LPG tank
	Tank is low on fuel	Fill LPG tank
	Gas hose is kinked	Check & straighten or replace
	Control Knob at max	Check for obstruction at passageways and orifices
Burner goes off immediately after ignition	Supply hose is bent or kinked	Straighten hose and perform leak test
	Blockage in burner injector	Clean or replace burner injector
Thick black smoke	Blockage in burner assembly	Turn off the heater and let it cool. Remove blockage and clear burner inside and out
Carbon build up	Dirt or film on reflector and glass tube	Wait until heater is completely cooled and then clean with warm soapy water

REPLACEMENT PARTS LIST

For questions regarding this product or to purchase replacement parts, please call our customer service hotline at 1-866-985-7877, 9a.m. – 6 p.m. (EST), Monday – Friday, or email us at cservice@welltraveled.net.







PART	PART NAME	QTY	DESCRIPTION/ LOCATION
1	Tank Housing Assembly	1	Pre-assembled Tank Housing Assembly contains cartons with parts listed below
2	Stability Ring	1	Taped to the carton labeled "Aluminum Tubes"
3	Aluminum Tubes	8 pcs/4 sets	Located in carton labeled "Aluminum Tubes"
4	Damper	1	Located in carton labeled "Damper Assembly"
5	Reflector	1	Located in carton labeled "Reflector, Hardware,Battery, Manual"
6	Glass Tube	2 pcs/1 set	Located in styrofoam carton labeled "Glass Tube"
7	Stainless Steel Ring	1	Located in styrofoam carton labeled "Glass Tube"
8	Mesh Guards	8 pcs/4 sets	Located in carton labeled "Mesh Guards"
9	Guard Connector	8	Located in plastic bag with hardware
10	Knob with Chain	3	Located in carton labeled "Reflector, Hardware,Battery, Manual"
11	Control Box with Gas Regulator	1	Preassembled to Tank Housing Assembly

Distributed By:
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(866-985-7877)

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Email: cservice@welltraveled.net

1 YEAR LIMITED WARRANTY – Customers in the Continental US

All components are warranted for a period of 1 year after date of purchase by the original owner against defects in materials and workmanship under normal use. This warranty does NOT cover normal wear and weathering, assembly and/or maintenance OR use in a commercial application if model is not designated as a commercial model. At Well Traveled Living's sole discretion, products under warranty will be repaired and/or replaced at no charge to the customer. Any returns sent back to Well Traveled Living must be sent via prepaid freight and in the original retail packaging.

For warranty service contact Well Traveled Living at the address, phone numbers or internet site and email listed in this owner's manual. Be sure to have your sales receipt, date of purchase and catalogue/model numbers available when calling. All warranty service will be coordinated by the Well Traveled Living's, Amelia Island, Florida service center.

This warranty is extended only to the original purchaser. Proof of purchase will be required before warranty service is rendered. The sales receipt is the only valid proof of purchase. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. Failures and/or damage which result from accident, negligence, misuse, abuse, neglect, mishandling, alteration or modification, failure to maintain, improper assembly or maintenance, service by unauthorized agency or use of unauthorized components or damage that is attributable to acts of God are NOT covered.

*****THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED ABOVE*****

*****PURCHASER ASSUMES ALL RISKS IN THE ASSEMBLY AND OPERATION OF THIS UNIT*****

*****FAILURE TO FOLLOW WARNINGS AND OPERATIONAL INSTRUCTIONS CONTAINED IN THIS MANUAL CAN RESULT IN SEVERE PROPERTY DAMAGE AND/OR PERSONAL INJURY*****

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SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

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-Do **NOT r**eturn to place of purchase-
For customer service and warranty issues
contact our Customer Service Center at:
(866)-985-7877 OR
Email: cservice@welltraveled.net
Customer Service Hours: Mon. – Fri. 9:00 a.m. – 6:00 p.m.
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